

## MRDDA Contract Administration

<b>Policy and Procedure Number:</b> CA203	<b>Title:</b> Managing Provider Corrective Actions
<b>Effective Date:</b> April 18, 2003	<b>Revision Number:</b> 0.0
<b>Approvals:</b> Bureau Chief of Contract Administration and Bureau Chief of Program Integrity.	<b>Page</b> 1 of 1

### 1.0 Policy

Within thirty-six (36) business days of supplier review completion, the MRDDA will verify provider corrective action plan progress to determine whether progress is satisfactory or termination of provider needs to be initiated for unsatisfactory progress of corrective action plan implementation.

### 2.0 Scope

The scope of this document is to establish procedures for reviewing and following up on corrective action plans submitted by providers in response to an MRDDA review. The Managing Provider Corrective Actions process is detailed in the Quality Assurance Plan and involves internal and external parties including the Quality Council and the Quality Improvement Committee.

This procedure supplements the Quality Plan (1/1/02). The Managing Provider Corrective Action process shall involve the Bureau Chief of Contract Administration, the Community Based Resource Specialists, the Services Management Specialists, Case Managers, Office of Contracts and Procurement (OCP), Quality Assurance Specialists, Quality Improvement Committee, Immediate Response Committee and the Quality Council.

### 3.0 Procedures

The process is cross-functional in nature and involves all the applicable parties.

- 3.1 Within five (5) business days of completing a supplier review, the Quality Assurance Specialist shall receive a corrective action plan from the provider specifying actions, due dates and responsible individuals. (See CA200 and CA201). The Quality Assurance Specialist shall provide a copy of the action plan to the Community Based Resource Specialist, Services Management Specialist, Case Manager and any other interested stakeholders.
- 3.2 The Community Based Resource Specialist, Services Management Specialist and Quality Assurance Specialist shall review any plan feedback that the Quality Assurance Specialist receives within five (5) business days from the Case Manager. They will evaluate the corrective actions suggested by the provider and ask for clarification as necessary. They may recommend re-prioritization of tasks affecting consumer health, safety or welfare. The Quality Assurance Specialist shall respond to the provider and copy the Case Manager with acceptance or denial of the plan within ten (10) business days of plan receipt.

## MRDDA Contract Administration

<b>Policy and Procedure Number:</b> CA203	<b>Title:</b> Managing Provider Corrective Actions
<b>Effective Date:</b> April 18, 2003	<b>Revision Number:</b> 0.0
<b>Approvals:</b> Bureau Chief of Contract Administration and Bureau Chief of Program Integrity.	<b>Page</b> 2 of 2

- 3.3 The Quality Assurance Specialist shall follow up with the provider to ensure the timetable laid out in the corrective action plan is being followed. The Case Manager shall follow up with the provider on consumer specific issues. The Quality Assurance Specialist may offer technical assistance if required. This task shall be performed within three (3) business days.
- 3.4 The Quality Assurance Specialist shall conduct an on-site follow up review as necessary to validate provider corrective measures taken. The Quality Assurance Specialist shall coordinate the visit, report on the results, and remove corrective action items from the tracking report as they are completed. The tracking report is a tool used by the Quality Assurance Specialists to track the progress of corrective actions.
- 3.5 If substantial progress is not achieved by agreed-upon deadlines, the Quality Assurance Specialist shall raise the issue with the appropriate body, such as the Quality Council, the Quality Improvement Committee or the Immediate Response Committee, who shall develop a plan of action needed to resolve the situation and a deadline for correction. This task shall be performed within two (2) business days.
- 3.6 If progress is still unsatisfactory, the Bureau Chief of Contract Administration shall notify the OCP in writing within two (2) business days, requesting a Cure Letter Notice be sent to the provider.
- 3.7 The OCP shall send a Cure Letter Notice to Provider within two (2) business days.
- 3.8 The provider shall respond to the OCP with corrective actions taken within two (2) business days.
- 3.9 The OCP shall send the provider's response to the Bureau Chief of Contract Administration within two (2) business days.
- 3.10 The Bureau Chief of Contract Administration shall forward the OCP/Provider response to the Quality Assurance Specialist within two (2) business days for follow-up to verify corrective actions have been taken
- 3.11 The Quality Assurance Specialist shall review and verify provider corrective actions taken within two (2) business days.

## MRDDA Contract Administration

<b>Policy and Procedure Number:</b> CA203	<b>Title:</b> Managing Provider Corrective Actions
<b>Effective Date:</b> April 18, 2003	<b>Revision Number:</b> 0.0
<b>Approvals:</b> Bureau Chief of Contract Administration and Bureau Chief of Program Integrity.	<b>Page</b> 3 of 3

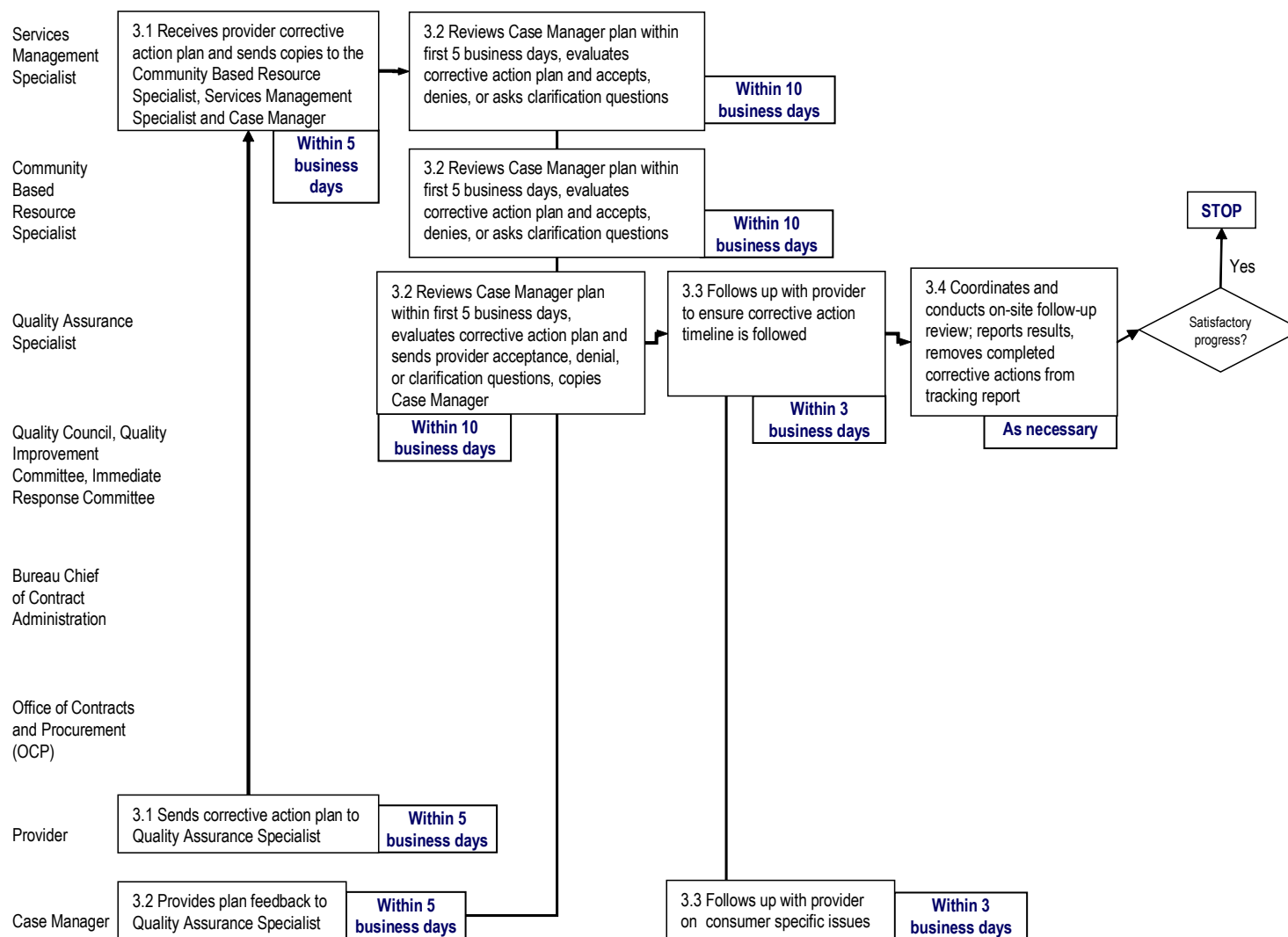
- 3.12 If verified, the Quality Assurance Specialist informs, in writing, the Bureau Chief of Contract Administration, with a copy to the Community Based Resource Specialist. If not verified, the Quality Assurance Specialist shall send a written notice to the Bureau Chief of Contract Administration. This task shall be performed within two (2) business days.
- 3.13 The Bureau Chief of Contract Administration forwards a copy of the verification to the OCP. In the case where there is no verification, the Bureau Chief of Contract Administration shall send a written request to OCP to terminate the provider for default. This task shall be performed within two (2) business days.

### 4.0 Process Flow

The attached process flow chart indicates the above steps, the roles and responsibilities of the parties, the expected outcome, and the number of days allocated to each step in the process.

## MRDDA Contract Administration

<b>Policy and Procedure Number:</b> CA203	<b>Title:</b> Managing Provider Corrective Actions
<b>Effective Date:</b> April 18, 2003	<b>Revision Number:</b> 0.0
<b>Approvals:</b> Bureau Chief of Contract Administration and Bureau Chief of Program Integrity.	<b>Page</b> 4 of 4



# MRDDA Contract Administration

<b>Policy and Procedure Number:</b> CA203	<b>Title:</b> Managing Provider Corrective Actions
<b>Effective Date:</b> April 18, 2003	<b>Revision Number:</b> 0.0
<b>Approvals:</b> Bureau Chief of Contract Administration and Bureau Chief of Program Integrity.	<b>Page</b> 5 of 5

Services  
Management  
Specialist

Community  
Based  
Resource  
Specialist

Quality Assurance  
Specialist

Quality Council, Quality  
Improvement  
Committee, Immediate  
Response Committee

Bureau Chief  
of Contract  
Administration

Office of Contracts  
and Procurement  
(OCP)

Provider

Case Manager

